



TMB improves AD management and security

ActiveRoles Server automates routine tasks and enables granular delegation of administrative rights.

Transports Metropolitans de Barcelona (TMB) is the main public transport operator in Barcelona, running most of the metro and local bus lines in the metropolitan area as well as several leisure transport services.

AD management can be time-consuming and therefore costly.

Active Directory forms the backbone of TMB's IT infrastructure. However, AD administrators were spending far too much time working on routine tasks, hurting their productivity. Therefore, Transports Metropolitans de Barcelona wanted an AD management solution that would automate and simplify common management functions.

Security demands granular delegation of AD management tasks and auditing.

In addition, Transports Metropolitans de Barcelona was concerned about AD security. In particular, the organization had no way to granularly delegate AD management authority, and therefore all users who accessed AD did so as domain administrator. That meant that

many users had far more privileges than required to do their jobs, which introduced security risks. Moreover, the organization was not even able to audit the behavior of the administrators and therefore hold them individually accountable for their actions.

TMB recognized that it needed a better AD management tool—one that would address all of these concerns. Specifically, they needed a tool that could automate routine tasks, enable administrative tasks to be delegated in accordance with job roles, and ensure individual accountability through comprehensive auditing.

"We realised that in order to improve the service delivered to our employees and gain greater data visibility, we needed to change user provisioning in AD," comments Yolanda Rodriguez, Systems Administrator at TMB. "The way our department works is key to the smooth running of the company's business, and we needed to be more efficient, maximize control and security, and also have a customised interface."

"Implementing ActiveRoles Server has enabled us to develop secure management of AD and resolve issues faster. Administrators no longer have to spend so many hours working on routine tasks, which has led to an increase in productivity."

Yolanda Rodriguez
TMB Windows Systems Administrator

Customer profile



Transports Metropolitans de Barcelona

Company	Transports Metropolitans de Barcelona
Industry	Transportation and Warehousing
Country	Spain
Employees	8,015
Website	www.tmb.cat/en/home

Challenge

Spanish public transport operator Transports Metropolitans de Barcelona needed an easy-to-use, comprehensive Active Directory management solution that would automate routine tasks, enable granular delegation of administrative authority to improve security, and ensure individual accountability with effective auditing.

Solution

TMB chose ActiveRoles Server over Microsoft's tools for its ease of use, flexibility and broad functionality. Now, the company's systems administrators can focus on value-added projects instead of spending hours each day on routine tasks, and each administrator has only the rights required to do his or her job.

Results

- Increased IT productivity by automating routine AD management tasks
- Improved system reliability by eliminating the human errors entailed by manual processes
- Improve security and reduced risk through granular delegation of AD administrative powers
- Ensured individual accountability with audit-ready reports

Application areas

- Identity and access management

ActiveRoles Server: simple AD management, granular delegation and auditing

TMB researched the AD management tools available in the market. After evaluating several tools, including several from Microsoft, it opted for ActiveRoles Server from Dell™. TMB found ActiveRoles Server to be flexible and easy to use, and it delivered all the functionality the organization needed.

ActiveRoles Server simplifies day-to-day management of Active Directory, including management of Exchange mailboxes, groups and computers, with both an MMC snap-in and a Web interface. It also automates account creation and delivers strictly enforced role-based security, with built-in auditing and reporting.

ActiveRoles Server improves both IT productivity and system security.

By automating many AD administrative tasks with ActiveRoles Server, TMB has reaped significant savings. Administrators now spend far fewer

hours working on routine tasks with low added value, and automating previously manual tasks has minimized the risk of errors. In addition, the tool enables granular delegation of administrative responsibility and delivers audit-ready reports, which has enhanced security.

“Implementing ActiveRoles Server has allowed us to develop secure AD management and resolve issues more quickly. Administrators no longer have to spend hours working on routine tasks, which has led to an increase in productivity,” explains Rodriguez. “The level of risk associated with actions in AD has been reduced. Previously, whenever the system was accessed this was done through generic domain administrator users; now it is carried out by individual users in a controlled way.”

MessageStats and Reporter also simplify AD administrative tasks.

In addition to ActiveRoles Server, TMB also acquired two other Dell solutions: MessageStats™ and Reporter, which have also reduced IT workload and improved AD management processes.

MessageStats has reduced the complexity of email reporting and analysis..

“Analysing data directly from logs used to be a very complicated task,” Rodriguez explains. “MessageStats provides us with data on our mail infrastructure simply and quickly.” TMB uses Reporter to extract information from Active Directory, simplifying what would otherwise be a very complicated process.

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Technology in action

Software

Dell™ ActiveRoles Server

Dell™ MessageStats

Dell™ Reporter

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